



Rivendell Music Academy

RivendellMusicAcademy.com

dylan@rivendellmusicacademy.com

(831) 400 - 3344

326 Toll House Gulch Rd. Felton CA, 95018

Studio Policies

Tuition

- **Tuition is pay-per-lesson**, meaning you pay for every lesson you attend. Some months you may have 4 lessons, sometimes 5, sometimes 3.
- **Billing occurs on the first day of the month** for the upcoming lessons.
- **A late fee of \$20** may be applied at my discretion if a payment is received late.
- **The preferred payment method is a direct bank transfer.** I also accept credit or debit cards and use Stripe as a payment method via MyMusicStaff. By entering your payment information in my system, you are consenting to automatic payment for the following months.
- **Continuous enrollment is required** in order to maintain your spot in the studio.
- **If you are owed a refund**, it will be applied to your next month's bill.
- **Tuition rates may be adjusted for inflation over time.** These changes will only be made at the start of the traditional school year (September).

Cancellations

- **Tuition purchases your private lesson time slot** and enrollment in the studio.
- **Make up lessons are offered** if you notify me **24 hours in advance**.
- **If you notify me the day of**, you will not receive a makeup lesson.
- **If I cancel a lesson**, you will always receive a makeup lesson or a refund.
- **Student cancellations will not receive a refund**, only a make up lesson (with 24 hour notice).
- **If you discontinue lessons**, you will not receive a refund for the remaining lessons in the month.

Communication

Text/Call: (831) 400 - 3344

Email: dylan@rivendellmusicacademy.com

- Email is my primary method of communication with you. This is where I will let you know of any important information, changes to the schedule, or other important information. Please read it.
- Texting is great too! I often am not able to answer calls, but I can respond to texts as needed.
- Calling is fine too! Please leave me a message and I will get back to you.
- My Music Staff is a website we use that allows you to check schedule, payments, musical repertoire, and more. Upon signup you will receive a login code in order to create an account.
- Please share with me what is going on in your child's life at home and school regarding life in general, as well as how they are practicing. I try to be a mentor to my students and it is helpful if I know what is going on in their lives.

Practice

- Success with any instrument relies on consistent daily practice (even if only 5 minutes), setting goals, and encouraging your child with praise and telling them how much you like it when they play.
- The parent's role is to support the child with practice. Don't make it a chore, but try and frame it as something to look forward to. This will go a long way in preventing burnout or dissatisfaction.

Schedule

- Our calendar is on our website under the 'About Us' tab.
- We follow the SLV School district for major holidays and spring break.
- We will take time off in the summer to allow for summer vacations (TBD).